

CITY OF TUALATIN

Classification Description

Job Title: Police Services Technician
Department: Police
Reports To: Police Services Supervisor
FLSA Status: Non-Exempt

SUMMARY: Performs a variety of clerical, data entry and administrative tasks in support of department functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Enters, clears and verifies a variety of data including information regarding stolen, repossessed or towed property, missing persons and warrants into the appropriate computer system.

Copies, processes and files a wide variety of police records, reports. Generates and distributes reports as requested.

Receives, screens and routes visitors and incoming telephone calls to appropriate party.

Responds to requests for information. Receives complaints from the public, resolving issues as appropriate and/or referring to others. Records a variety of routine information from visitors or callers including activities of suspicious persons and vehicles, traffic problems, impounded vehicles and found property.

Responds to officer and other staff member assistance requests; provides a variety of information such as addresses, case details, warrants, license plate registration, stolen property, case number assignment, and driving records.

Maintains the department's case files, citations, web page, training records, equipment inventories, bicycle registration and alarm records.

Operates various office equipment such as personal computer, two-way radio, multi-line phone system, calculator, copy machine, fax machine, printer, and electronic security system.

Collects fees for alarms, towed vehicles and reproduction of police reports. Assists public with accident reports.

Provides vehicle releases to the public, which includes verifying vehicle insurance information, driving status, vehicle ownership and the collection of fees.

Provides assistance to department staff, various agencies and the public with subpoenas, mail processing, reports, statistics and the relay of information.

Drives to job sites, city facilities, vendors, training programs, and local and regional meetings as necessary.

SUPERVISORY RESPONSIBILITIES: Supervision of other employees is not a normal responsibility of this position. May act as a coordinator for various volunteer and temporary personnel.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult, emotional, or stressful customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Uses tact and courtesy in customer situations.

Judgment - Exhibits sound and accurate judgment; Demonstrates professional discretion in releasing information relative to law enforcement matters.

Oral Communication - Communicates effectively; Listens and gets clarification; Responds well to questions.

Written Communication - Able to read and interpret written information.

Adaptability - Able to establish and maintain effective working relationships with the public, other agencies and co-workers.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Database software and Word Processing software.

Certificates. Licenses. Registrations: Ability to obtain LEDS Certification within a time period as established by the supervisor. Possession of a valid driver's license.

Other Skills and Abilities: Working knowledge of: law enforcement rules, regulations and procedures which would ensure the ability to react to a wide variety of situations in conformance with prescribed standards; standard office procedures, business English, spelling, composition and punctuation.

Skill in: organizing, filing and maintaining accurate records, typing accurately, performing general arithmetic computation accurately; and the operation of various office equipment such as personal computer, data terminal, teletype, two-way radio, multi-line telephone, calculator, copy machine, fax machine.

Other Qualifications: Ability to work different shifts, which may or may not include weekends and/or holidays; if required. Employees in this classification may be required to wear uniforms.

EDUCATION AND/OR EXPERIENCE: Minimum of two years clerical/administrative experience in the law enforcement field. Graduation from high school or the equivalent general education degree (GED); or equivalent combination of education and experience.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms. The employee may occasionally have to lift and/or move up to 25 pounds. The noise level in the work environment is usually moderate.

SUPPLEMENTAL JOB DUTIES ELIGIBLE FOR 7.5% OUT-OF-CLASS

When an employee is assigned the following duties based on the criteria listed in the collective bargaining agreement for one full work day or more, that employee shall be paid premium pay of seven and one-half percent (7.5%) over his or her current salary rate of pay.

Receive, inventory, store and maintain custody over property and evidence; responsible for the disposition of all property and evidence according to policy, laws and court orders. Maintain complete and accurate records on all transactions made on property and evidence such as release of evidence to an officer of the court; transport evidence to and from crime labs and other law enforcement agencies.

Coordinate with the public, district attorney, courts and other law enforcement personnel to ensure property disposition of all property and evidence; coordinate with necessary personnel coverage to facilitate disposition of such property. Provide testimony at legal proceedings related to criminal cases concerning evidence and property. Prepare property for auction. Fingerprint individuals when required. Ensure that police department equipment and supplies are maintained; maintain accurate and complete records on equipment and supplies purchased by the police department.